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Contract

# The Provision of a Customer Service Training Package

GOVIA THAMESLINK RAILWAY LIMITED

F06: Contract award notice – utilities Notice identifier: 2025/S 000-028673

Procurement identifier (OCID): ocds-h6vhtk-049c09

Published 30 May 2025, 10:15am

### **Section I: Contracting entity**

#### I.1) Name and addresses

GOVIA THAMESLINK RAILWAY LIMITED

1st Floor Monument Place, 24 Monument Street

London

EC3R8AJ

Contact

**Dulcie Neal** 

**Email** 

dulcie.neal@gtrailway.com

**Telephone** 

+44 7929063232

Country

**United Kingdom** 

#### Region code

UKI31 - Camden and City of London

#### **Companies House**

07934306

#### Internet address(es)

Main address

https://gtrailway.com/

### I.6) Main activity

Railway services

## **Section II: Object**

### II.1) Scope of the procurement

#### II.1.1) Title

The Provision of a Customer Service Training Package

Reference number

2024/S 000-029913

#### II.1.2) Main CPV code

• 80000000 - Education and training services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

As part of GTR's Service Quality Regime (SQR) (internal auditing and mystery shopping) and customer feedback, we have recognised a requirement and opportunity for redefining

Customer Service Standards to align to increasing customers' expectations and defining and delivering a best-in-class Customer Service Training Package to underpin consistent and sustainable delivery to these standards by GTR customer-facing staff (employees), excluding drivers, and others who interact with customers as part of the GTR team

#### II.1.6) Information about lots

This contract is divided into lots: No

#### II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,000,000

#### II.2) Description

#### II.2.2) Additional CPV code(s)

- 79632000 Personnel-training services
- 79633000 Staff development services

#### II.2.3) Place of performance

**NUTS** codes

• UKI - London

#### II.2.4) Description of the procurement

As part of GTR's Service Quality Regime (SQR) (internal auditing and mystery shopping) and customer feedback, we have recognised a requirement and opportunity for redefining Customer Service Standards to align to increasing customers' expectations and defining and delivering a best-in-class Customer Service Training Package to underpin consistent and sustainable delivery to these standards by GTR customer-facing staff (employees), excluding drivers, and others who interact with customers as part of the GTR team

#### II.2.5) Award criteria

Price

#### II.2.11) Information about options

Options: No

### Section IV. Procedure

### **IV.1) Description**

### IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

### IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

### IV.2) Administrative information

### IV.2.1) Previous publication concerning this procedure

Notice number: <u>2024/S 000-029913</u>

### Section V. Award of contract

A contract/lot is awarded: Yes

#### V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

27 May 2025

### V.2.2) Information about tenders

Number of tenders received: 7

The contract has been awarded to a group of economic operators: No

#### V.2.3) Name and address of the contractor

The Happy Consultancy Group

Chelmsford

Country

**United Kingdom** 

**NUTS** code

• UK - United Kingdom

Companies House

09658948

The contractor is an SME

Yes

### V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £618,098.50

# Section VI. Complementary information

# VI.4) Procedures for review

VI.4.1) Review body

High Court

London

Country

United Kingdom